

## **Halcyan Ltd Privacy Policy**

### **Our contact details**

Name: Mrs Samantha Mant

Address: Unit 2, Green Farm Business Park, Folly Road, Latteridge, BS37 9TZ

Phone Number: 0345 5040 656

E-mail: [info@halcyanwater.com](mailto:info@halcyanwater.com)

Website : [www.halcyanwater.com](http://www.halcyanwater.com)

Date of Latest Policy Review: 27<sup>th</sup> July 2022

### **The type of personal information we collect**

We currently collect and process the following information:

- Your full name and title
- Your postal address and other addresses as needed for delivery purposes
- Your email address and phone numbers(s)
- Where we understand you have found us e.g. Google advertisement or an exhibition
- Photo of your identification card (eg Blue Lights)
- Notes from our telephone or chat conversations that provide information on your system setup and home situation with regards to numbers of people using the facilities
- Email correspondence, that provides technical information for the specification process
- Photographs of your pipework and fixtures and fittings as needed for warranty purposes or complaints
- If you are a business contact, we may hold any of the above information plus your company name and business contact details

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To request further information on our system and products
- To seek advise regarding which unit is suitable for your property
- To apply for a discount prior to purchase
- To register for a warranty or submit a complaint

This information is usually provided to us via

- A website form or chat function
- An email or phone call to us
- A competition entry
- You scanning us at an exhibition or providing us with your details on paper
- Scanning our information boards on permanent exhibition stands
- Referral of you by a friend or family member
- Your installer asking us to get in touch with you

We use the information that you have given us in order to

- Send you the information about our product and system that you have requested and will find useful to make a well informed decision
- To send you updates about discounts, free tickets to exhibitions and similar opportunities
- To share useful data about money, energy and carbon saving including other products we believe you may find interesting
- To ask you to provide us with a review or recommend us to your friends and family
- To keep you updated with any changes to the product or company that may be relevant to you either as a prospective customer or as an existing customer to ensure your rights are protected.

We will never share this information with any person or organisation unless required to by law.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us on the details above by post, email or phone.

(b) We have a contractual obligation

### **How we store your personal information**

Your information is securely stored in our password protected database on a secure server.

We keep all elements of personal and system data for up to 30 years.

We will then dispose your information by permanently deleting your data from our database. Any personal information gathered on paper is shredded as soon as it has been transferred into our secure database.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.



**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@halcyanwater.com](mailto:info@halcyanwater.com) if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at Halcyan Ltd, on [info@halcyanwater.com](mailto:info@halcyanwater.com) or write to us at Unit 2, Green Farm Business Park, Folly Road, Latteridge, BS37 9TZ.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>